

INDEX

to

PUBLIC PRODUCTIVITY & MANAGEMENT REVIEW

Volume 23

Number 1 (September 1999) pp. 1-120

Number 2 (December 1999) pp. 121-256

Number 3 (March 2000) pp. 257-416

Number 4 (June 2000) pp. 417-520

Authors:

- ARISTIGUETA, MARIA P., see Glaser, M. A.
- BAJJALY, STEPHEN T., "Managing Emerging Information Systems in the Public Sector," 40.
- BALANOFF, HOWARD R., and CHARLES W. PINTO, "What Do You Do When Your City Is Looking at a Million-Dollar Deficit in the Current Fiscal Year?" [Case and Comments], 83.
- BEDNAREK, ANDREW J., see Golembiewski, R. T.
- BERRY, FRANCES S., RALPH S. BROWER, and GERALDO FLOWERS, "Implementing Performance Accountability in Florida: What Changed, What Mattered, and What Resulted?" 338.
- BERRY, RAJADE M., "Ellen's Dilemma" [Case and Comments], 495.
- BLAKE, RICHARD, see Golembiewski, R. T.
- BRANNON, PAMELA T., "Getting Agencies to Work Together: The Practice and Theory of Managerial Craftsmanship, by Eugene Bardach" [Book Review], 508.
- BRANNON, PAMELA T., "The Bureaucratic Entrepreneur: How to Be Effective in Any Unruly Organization, by Richard N. Haass" [Book Review], 508.
- BRANNON, PAMELA T., "Reinventing Government: A Fifth-Year Report Card, by Donald F. Kettl" [Book Review], 508.
- BROWER, RALPH S., see Berry, F. S.
- BRUCE, WILLA, "Harassment at City Hall" [Case and Comments], 225.
- BYRNES, PATRICIA, and MARK FREEMAN, "Using DEA Measures of Efficiency and Effectiveness in Contractor Performance Fund Allocation," 210.
- CALLAHAN, KATHE, "Citizen Participation Run Amok" [Case and Comments], 394.
- CARRINGTON, KEITH, see Williams, E.
- CARTE, TRACI A., see Watson, H. J.
- CAUDLE, SHARON, LYN A. EVERS, MARK ROBBINS, and STANLEY VANAGUNAS, "What's Wrong and What Should Be Done?" [Case and Comments], 399.
- CHRISTENSEN, TOM, and PER LÆGREID, "New Public Management—Design, Resistance, or Transformation? A Study of How Modern Reforms Are Received in a Civil Service System," 169.
- CLARY, BRUCE, see Wechsler, B.
- CLARY, BRUCE, SUE EBERSTEN, and SUE HARLOR, "Organizational Change Issues in Performance Government: The Case of Contracting," 282.
- CLAY, JOY A., "Agility in Health Care: Strategies for Mastering Turbulent Markets, edited by Steven L. Goldman and Carol B. Graham" [Book Reviews], 513.

Public Performance & Management Review, Vol. 24 No. 1, September 2000 106-111

© 2000 Sage Publications, Inc.

INDEX

to

PUBLIC PRODUCTIVITY & MANAGEMENT REVIEW

Volume 23

Number 1 (September 1999) pp. 1-120

Number 2 (December 1999) pp. 121-256

Number 3 (March 2000) pp. 257-416

Number 4 (June 2000) pp. 417-520

Authors:

- ARISTIGUETA, MARIA P., see Glaser, M. A.
- BAJJALY, STEPHEN T., "Managing Emerging Information Systems in the Public Sector," 40.
- BALANOFF, HOWARD R., and CHARLES W. PINTO, "What Do You Do When Your City Is Looking at a Million-Dollar Deficit in the Current Fiscal Year?" [Case and Comments], 83.
- BEDNAREK, ANDREW J., see Golembiewski, R. T.
- BERRY, FRANCES S., RALPH S. BROWER, and GERALDO FLOWERS, "Implementing Performance Accountability in Florida: What Changed, What Mattered, and What Resulted?" 338.
- BERRY, RAJADE M., "Ellen's Dilemma" [Case and Comments], 495.
- BLAKE, RICHARD, see Golembiewski, R. T.
- BRANNON, PAMELA T., "Getting Agencies to Work Together: The Practice and Theory of Managerial Craftsmanship, by Eugene Bardach" [Book Review], 508.
- BRANNON, PAMELA T., "The Bureaucratic Entrepreneur: How to Be Effective in Any Unruly Organization, by Richard N. Haass" [Book Review], 508.
- BRANNON, PAMELA T., "Reinventing Government: A Fifth-Year Report Card, by Donald F. Kettl" [Book Review], 508.
- BROWER, RALPH S., see Berry, F. S.
- BRUCE, WILLA, "Harassment at City Hall" [Case and Comments], 225.
- BYRNES, PATRICIA, and MARK FREEMAN, "Using DEA Measures of Efficiency and Effectiveness in Contractor Performance Fund Allocation," 210.
- CALLAHAN, KATHE, "Citizen Participation Run Amok" [Case and Comments], 394.
- CARRINGTON, KEITH, see Williams, E.
- CARTE, TRACI A., see Watson, H. J.
- CAUDLE, SHARON, LYN A. EVERS, MARK ROBBINS, and STANLEY VANAGUNAS, "What's Wrong and What Should Be Done?" [Case and Comments], 399.
- CHRISTENSEN, TOM, and PER LÆGREID, "New Public Management—Design, Resistance, or Transformation? A Study of How Modern Reforms Are Received in a Civil Service System," 169.
- CLARY, BRUCE, see Wechsler, B.
- CLARY, BRUCE, SUE EBERSTEN, and SUE HARLOR, "Organizational Change Issues in Performance Government: The Case of Contracting," 282.
- CLAY, JOY A., "Agility in Health Care: Strategies for Mastering Turbulent Markets, edited by Steven L. Goldman and Carol B. Graham" [Book Reviews], 513.

Public Performance & Management Review, Vol. 24 No. 1, September 2000 106-111

© 2000 Sage Publications, Inc.

- CLAY, JOY A., "*Creating Excellence in Crisis Care: A Guide to Effective Training and Program Designs*, by Lee Ann Hoff and Kazimiera Adamowski" [Book Reviews], 513.
- CLAY, JOY A., "*To Improve Health and Health Care: The Robert Wood Johnson Foundation Anthology, 1998-1999*, edited by Stephen L. Isaacs and James R. Knickman" [Book Reviews], 513.
- DOLLERY, BRIAN E., see Worthington, A. C.
- DONOHUE, JOHN J., and PATRICIA M. PATTERSON, "*New Directions for Organization Theory: Problems and Prospects*, by Jeffrey Pfeffer" [Book Review], 240.
- DONOHUE, JOHN J., and PATRICIA M. PATTERSON, "*Organization Theory: Modern, Symbolic, and Postmodern Perspectives*, by Mary Jo Hatch" [Book Review], 240.
- EBERSTEN, SUE, see Clary, B.
- EBDON, CAROL, "The Relationship Between Citizen Involvement in the Budget Process and City Structure and Culture," 383.
- EVERS, LYN A., see Caudle, S.
- FAIRHOLM, MATTHEW R., see Kelly, R. M.
- FLOWERS, GERALDO, see Berry, F. S.
- FRANKLIN, AIMEE, "Managing for Results in Arizona: A Fifth-Year Report Card," 194.
- FREEMAN, MARK, see Bymes, P.
- GABRIS, GERALD T., KEENAN GRENELL, DOUGLAS M. IHRKE, and JAMES KAATZ, "Managerial Innovation at the Local Level: Some Effects of Administrative Leadership and Governing Board Behavior," 486.
- GLASER, MARK A., MARIA P. ARISTIGUETA, and STEPHANIE PAYTON, "Harnessing the Resource of Community: The Ultimate Performance Agenda," 428.
- GLASER, MARK A., and W. BARTLEY HILDRETH, "Service Delivery Satisfaction and Willingness to Pay Taxes: Citizen Recognition of Local Government Performance," 48.
- GOLEMBIEWSKI, ROBERT T., VERA VOGELSANG-COOMBS, RICHARD BLAKE, WILLIAM P. HOBBY, ANDREW J. BEDNAREK, and MONTGOMERY VAN WART, "What's Wrong and What Should Be Done?" [Case and Comments], 89.
- GRENELL, KEENAN, see Gabris, G. T.
- HARLOR, SUE, see Clary, B.
- HENDRICK, REBECCA, "Comprehensive Management and Budgeting Reform in Local Government: The Case of Milwaukee," 312.
- HILDRETH, W. BARTLEY, see Glaser, M. A.
- HOBBY, WILLIAM P., see Golembiewski, R. T.
- HOLZER, MARC, see Van Wart, M.
- IHRKE, DOUGLAS M., see Gabris, G. T.
- JORDAN, SEPHENA A., "*The Courageous Messenger: How to Successfully Speak Up at Work*, by Kathleen D. Ryan, Daniel K. Oestreich, and George A. Orr, III" [Book Review], 109.
- JORDAN, SEPHENA A., "*Creating High-Performance Government Organizations*, edited by Mark G. Popovich" [Book Review], 109.
- JORDAN, SEPHENA A., "*Sustaining Innovation: Creating Nonprofit and Government Organizations That Innovate Naturally*, by Paul C. Light" [Book Review], 109.
- JOSEPH, ALMA, see Kelly, R. M.
- JURIE, JAY D., "*Citizen Governance: Leading American Communities Into the 21st Century*, by R. C. Box" [Book Review], 408.
- JURIE, JAY D., "*Unsung Heroes: Federal Execucrats Making a Difference*, by N. M. Riccucci" [Book Review], 408.
- JURIE, JAY D., "*Bureaucratic Language in Government and Business*, by R. W. Shuy" [Book Review], 408.
- JURIE, JAY D., "*Street-Level Leadership: Discretion and Legitimacy in Front-Line Public Service*, by J. C. Vinzant and L. Crothers" [Book Review], 408.
- KAATZ, JAMES, see Gabris, G. T.
- KELLY, RITA MAE, ALMA JOSEPH, DAVID ROSENBLOOM, MATTHEW R. FAIRHOLM, BRUCE MAYOR, and STEVE ROBERTS, "What's Wrong and What Should Be Done?" [Case and Comments], 230.
- KOVACOVA, ANDREA, see Van Wart, M.

- LÆGREID, PER, see Christensen, T.
- LEE, SEOK-HWAN, "Understanding Productivity Improvement in a Turbulent Environment: A Symposium Introduction," 423.
- LOESSNER, G. ARNO, "Estimating Local Financial Support for Public Libraries: A Tool to Facilitate Benchmarking of Best Practices Among Counties in the United States," 109.
- MAYOR, BRUCE, see Kelly, R. M.
- McGAW, DICKINSON, "Innovating With Integrity, by Sandford Borins" [Book Review], 412.
- McGAW, DICKINSON, "Money and Good Intentions Are Not Enough: Or, Why a Liberal Democrat Thinks States Need Both Competition and Community, by John E. Brandl" [Book Review], 412.
- OLDFIELD, KENNETH, "Measuring Changes in Democratic Attitudes and Career Aspirations Among Administrative Interns," 359.
- PATTERSON, PATRICIA M., see Donohue, J. J.
- PAYTON, STEPHANIE, see Glaser, M. A.
- PINTO, CHARLES W., see Balanoff, H. R.
- RAINEY, HAL G., "Using Comparisons of Public and Private Organizations to Assess Innovative Attitudes Among Members of Organizations," 130.
- RAINEY, HAL G., and LOIS RECASCINO WISE, "Public Management Change and Reform: General Issues and National Variations," 127.
- REED, INGRID W., see Williams, E.
- ROBBINS, MARK, see Caudle, S.
- ROBERTS, NANCY, "The Synoptic Model of Strategic Planning and the GPRA: Lacking a Good Fit With the Political Context," 297.
- ROBERTS, STEVE, see Kelly, R. M.
- ROSENBLUM, DAVID, see Kelly, R. M.
- ROY, CLAUDE, and FRANCINE SÉGUIN, "The Institutionalization of Efficiency-Oriented Approaches for Public Service Improvement," 449.
- SÉGUIN, FRANCINE, see Roy, C.
- STRICKLAND, RUTH ANN, "Class, Tax and Power: Municipal Budgeting in the United States, by Irene S. Rubin" [Book Review], 247.
- STRICKLAND, RUTH ANN, "Created Unequal: The Crisis in American Pay, by James K. Galbraith" [Book Review], 247.
- STRICKLAND, RUTH ANN, "Income Inequality in America: An Analysis of Trends, by Paul Ryscavage" [Book Review], 247.
- STRICKLAND, RUTH ANN, "So You Think I Drive a Cadillac? Welfare Recipients' Perspectives on the System and Its Reform, by Karen Seccombe" [Book Review], 247.
- SWAFFORD, ANNE, see Williams, E.
- THOMPSON, JAMES R., "The Dual Potentialities of Performance Measurement: The Case of the Social Security Administration," 267.
- THOMPSON, JIM, "Managing for Results in State Government, by Maria Aristigueta" [Book Review], 253.
- THOMPSON, JIM, "Performance and Quality Measurement in Government: Issues and Experiences, edited by Arie Halachmi" [Book Review], 253.
- THOMPSON, JIM, "Restructuring State and Local Services: Ideas, Proposals, and Experiments, edited by Arnold Raphaelson" [Book Review], 253.
- VAN WART, MONTGOMERY, MARC HOLZER, and ANDREA KOVACOVA, "The Scope of Public Administration Continuing Education in Universities: An Exploratory Study," 68.
- VAN WART, MONTGOMERY, see Golembiewski, R. T.
- VANAGUNAS, STANLEY, see Caudle, S.
- VOGELSANG-COOMBS, VERA, see Golembiewski, R. T.
- WATSON, HUGH J., and TRACI A. CARTE, "Executive Information Systems in Government Organizations," 371.
- WECHSLER, BARTON, and BRUCE CLARY, "Implementing Performance Government: A Symposium Introduction," 264.
- WEIKART, LYNNE, "Handbook of Government Budgeting, edited by Roy T. Meyers" [Book Review], 102.

- WEIKART, LYNNE, "*The Home Front: Implications of Welfare Reform for Housing*, edited by Sandra Newman" [Book Review], 102.
- WEIKART, LYNNE, "*The New Dollars and Dreams*, by Frank Levy" [Book Review], 102.
- WEIKART, LYNNE, "*Social Programs That Work*, edited by Jonathan Crane" [Book Review], 102.
- WESCHLER, LOUIS F., "*Managing for the Environment*, by Rosemary O'Leary, Robert Durant, Daniel Fiorino, and Paul Weiland" [Book Review], 105.
- WESCHLER, LOUIS F., "*Principles of Environmental Management, the Greening of Business*, by Rogene A. Buchholz" [Book Review], 105.
- WHITE, RICHARD D., JR., "More Than an Analytical Tool: Examining the Ideological Role of Efficiency," 8.
- WILLIAMS, ETHEL, INGRID W. REED, KEITH CARRINGTON, and ANNE SWAFFORD, "What's Wrong and What Should Be Done?" [Case and Comments], 499.
- WISE, LOIS RECASCINO, "The Use of Innovative Practices in the Public and Private Sectors: The Role of Organizational and Individual Factors," 150.
- WISE, LOIS RECASCINO, see Rainey, H. G.
- WORTHINGTON, ANDREW C., and BRIAN E. DOLLERY, "Measuring Efficiency in Local Governments' Planning and Regulatory Function," 469.

Articles:

- "Comprehensive Management and Budgeting Reform in Local Government: The Case of Milwaukee," Hendrick, 312.
- "The Dual Potentialities of Performance Measurement: The Case of the Social Security Administration," Thompson, 267.
- "Estimating Local Financial Support for Public Libraries: A Tool to Facilitate Benchmarking of Best Practices Among Counties in the United States," Loessner, 24.
- "Executive Information Systems in Government Organizations," Watson and Carte, 371.
- "Harnessing the Resource of Community: The Ultimate Performance Agenda," Glaser et al., 428.
- "Implementing Performance Accountability in Florida: What Changed, What Mattered, and What Resulted?" Berry et al., 338.
- "Implementing Performance Government: A Symposium Introduction," Wechsler and Clary, 264.
- "The Institutionalization of Efficiency-Oriented Approaches for Public Service Improvement," Roy and Séguin, 449.
- "Managerial Innovation at the Local Level: Some Effects of Administrative Leadership and Governing Board Behavior," Gabris et al., 486.
- "Managing Emerging Information Systems in the Public Sector," Bajjaly, 40.
- "Managing for Results in Arizona: A Fifth-Year Report Card," Franklin, 194.
- "Measuring Changes in Democratic Attitudes and Career Aspirations Among Administrative Interns," Oldfield, 359.
- "Measuring Efficiency in Local Governments' Planning and Regulatory Function," Worthington and Dollery, 469.
- "More Than an Analytical Tool: Examining the Ideological Role of Efficiency," White, 8.
- "New Public Management—Design, Resistance, or Transformation? A Study of How Modern Reforms Are Received in a Civil Service System," Christensen and Lægrend, 169.
- "Organizational Change Issues in Performance Government: The Case of Contracting," Clary et al., 282.
- "Public Management Change and Reform: General Issues and National Variations," Rainey and Wise, 127.
- "The Relationship Between Citizen Involvement in the Budget Process and City Structure and Culture," Ebdon, 383.
- "The Scope of Public Administration Continuing Education in Universities: An Exploratory Study," Van Wart et al., 68.
- "Service Delivery Satisfaction and Willingness to Pay Taxes: Citizen Recognition of Local Government Performance," Glaser and Hildreth, 48.
- "The Synoptic Model of Strategic Planning and the GPRA: Lacking a Good Fit With the Political Context," Roberts, 297.

- "Understanding Productivity Improvement in a Turbulent Environment: A Symposium Introduction," Lee, 423.
- "The Use of Innovative Practices in the Public and Private Sectors: The Role of Organizational and Individual Factors," Wise, 150.
- "Using Comparisons of Public and Private Organizations to Assess Innovative Attitudes Among Members of Organizations," Rainey, 130.
- "Using DEA Measures of Efficiency and Effectiveness in Contractor Performance Fund Allocation," Byrnes and Freeman, 210.

Cases and Comments:

- "Citizen Participation Run Amok," Callahan, 394.
- "Ellen's Dilemma," Berry, 495.
- "Harassment at City Hall," Bruce, 225.
- "What Do You Do When Your City Is Looking at a Million-Dollar Deficit in the Current Fiscal Year?" Balanoff and Pinto, 83.
- "What's Wrong and What Should Be Done?" Caudles et al., 399.
- "What's Wrong and What Should Be Done?" Golembiewski et al., 89.
- "What's Wrong and What Should Be Done?" Kelly et al., 230.
- "What's Wrong and What Should Be Done?" Williams et al., 499.

Book Reviews:

- "*Agility in Health Care: Strategies for Mastering Turbulent Markets*, edited by Steven L. Goldman and Carol B. Graham," Clay, 513.
- "*The Bureaucratic Entrepreneur: How to Be Effective in Any Unruly Organization*, by Richard N. Haass," Brannon, 508.
- "*Bureaucratic Language in Government and Business*, by R. W. Shuy," Jurie, 408.
- "*Citizen Governance: Leading American Communities Into the 21st Century*, by R. C. Box," Jurie, 408.
- "*Class, Tax and Power: Municipal Budgeting in the United States*, by Irene S. Rubin," Strickland, 247.
- "*The Courageous Messenger: How to Successfully Speak Up at Work*, by Kathleen D. Ryan, Daniel K. Oestreich, and George A. Orr, III," Jordan, 109.
- "*Created Unequal: The Crisis in American Pay*, by James K. Galbraith," Strickland, 247.
- "*Creating Excellence in Crisis Care: A Guide to Effective Training and Program Designs*, by Lee Ann Hoff and Kazimiera Adamowski," Clay, 513.
- "*Creating High-Performance Government Organizations*, edited by Mark G. Popovich," Jordan, 109.
- "*Getting Agencies to Work Together: The Practice and Theory of Managerial Craftsmanship*, by Eugene Bardach," Brannon, 508.
- "*Handbook of Government Budgeting*, edited by Roy T. Meyers," Weikart, 102.
- "*The Home Front: Implications of Welfare Reform for Housing*, edited by Sandra Newman," Weikart, 102.
- "*To Improve Health and Health Care: The Robert Wood Johnson Foundation Anthology, 1998-1999*, edited by Stephen L. Isaacs and James R. Knickman," Clay, 513.
- "*Income Inequality in America: An Analysis of Trends*, by Paul Ryscavage," Strickland, 247.
- "*Innovating With Integrity*, by Sandford Borins," McGaw, 412.
- "*Managing for Results in State Government*, by Maria Aristigueta," Thompson, 253.
- "*Managing for the Environment*, by Rosemary O'Leary, Robert Durant, Daniel Fiorino, and Paul Weiland," Weschler, 105.
- "*Money and Good Intentions Are Not Enough: Or, Why a Liberal Democrat Thinks States Need Both Competition and Community*, by John E. Brandl," McGaw, 412.
- "*New Directions for Organization Theory: Problems and Prospects*, by Jeffrey Pfeffer," Donohue and Patterson, 240.
- "*The New Dollars and Dreams*, by Frank Levy," Weikart, 102.
- "*Organization Theory: Modern, Symbolic, and Postmodern Perspectives*, by Mary Jo Hatch," Donohue and Patterson, 240.

- "*Performance and Quality Measurement in Government: Issues and Experiences*, edited by Arie Halachmi," Thompson, 253.
- "*Principles of Environmental Management, the Greening of Business*, by Rogene A. Buchholz" Weschler, 105.
- "*Reinventing Government: A Fifth-Year Report Card*, by Donald F. Kettl," Brannon, 508.
- "*Restructuring State and Local Services: Ideas, Proposals, and Experiments*, edited by Arnold Raphaelson," Thompson, 253.
- "*So You Think I Drive a Cadillac? Welfare Recipients' Perspectives on the System and Its Reform*, by Karen Seccombe," Strickland, 247.
- "*Social Programs That Work*, edited by Jonathan Crane," Weikart, 102.
- "*Street-Level Leadership: Discretion and Legitimacy in Front-Line Public Service*, by J. C. Vinzant and L. Crothers," Jurie, 408.
- "*Sustaining Innovation: Creating Nonprofit and Government Organizations That Innovate Naturally*, by Paul C. Light," Jordan, 109.
- "*Unsung Heroes: Federal Execucrats Making a Difference*, by N. M. Riccucci," Jurie, 408.